

United Customer Service Guide: Get Help with Flights, Reservations, and More

United Customer Service Resources and Tools

Beyond direct contact with agents, United provides numerous self-service resources for common questions.  +1/844/213/7319 The United website features comprehensive FAQs covering topics from baggage rules to ticket changes. Video tutorials demonstrate how to use the mobile app and online tools. The virtual assistant on United's website can answer basic questions instantly without waiting for a human agent.

MileagePlus Customer Service

MileagePlus members have access to dedicated customer service for program-related questions.  +1/844/213/7319 Call the MileagePlus service desk for help with account issues, missing miles, or award booking questions. Elite Medallion members enjoy priority service with dedicated phone lines and shorter wait times. The MileagePlus website allows you to manage your account, track miles, and view transaction history without calling.

Baggage Service and Lost Items

If your baggage is delayed, damaged, or lost, contact United's baggage service office immediately.  +1/844/213/7319 File a report at the airport before leaving when possible as this creates an official record. United's baggage tracking system allows you to monitor delayed bag locations online. For items left on aircraft, contact United's lost and found department with your flight details and item description. Act quickly as unclaimed items are disposed of after a certain period.

Flight Delay and Cancellation Assistance

When flights are delayed or canceled, United customer service helps with rebooking and accommodation.  +1/844/213/7319 During irregular operations, airport agents and phone representatives work to get you on the next available flight. United provides meal vouchers and hotel accommodations for extended delays within their control. Use the Fly United app to receive real-time updates and rebooking options during disruptions.

Refund and Compensation Requests

If you believe you are entitled to a refund or compensation, contact United customer service with your documentation.  +1/844/213/7319 Refunds for canceled flights or significant schedule changes are processed to your original payment method. Compensation for delays depends on the cause and duration, with United-controlled issues receiving more generous treatment. Keep all receipts for expenses incurred due to delays such as meals or accommodation as United may reimburse reasonable costs.

International Customer Service Support

International travelers can access United customer service in multiple languages.  +1/844/213/7319 Country-specific phone numbers connect you to local representatives familiar with regional travel requirements. United's international customer service helps with passport and visa questions, customs concerns, and international flight changes. Time zone differences mean international support hours may vary from domestic service availability.

United Medallion Member Support Services

Elite MileagePlus Medallion members receive enhanced customer service benefits.  +1/844/213/7319 Dedicated phone lines for Diamond, Platinum, Gold, and Silver members offer shorter wait times and specialized agents. Medallion members also get priority handling during irregular operations and exclusive support channels. The higher your status level, the more personalized service you receive from United's customer care teams.

Feedback and Compliments

United welcomes both complaints and compliments through their customer service channels.  +1/844/213/7319 If you receive exceptional service from a United employee, let the company know through their feedback form. Positive feedback helps recognize outstanding staff members. Your input also helps United improve services and identify areas needing attention. Surveys sent after flights provide another way to share your experience.

Emergency Travel Situations

For urgent travel situations such as medical emergencies or family bereavement, contact United's customer service immediately.  +1/844/213/7319 United offers special fare policies and flexibility for documented emergencies. Bereavement fares may provide discounted last-minute travel for qualifying situations. Have relevant documentation ready such as hospital records or death certificates when requesting emergency assistance. United's compassionate service teams understand these difficult circumstances.

Mobile App Customer Service Features

The Fly United mobile app includes built-in customer service tools for convenient support on the go.  +1/844/213/7319 Access live chat, view FAQs, and manage reservations all from your phone. Push notifications alert you to flight changes requiring action. The app's

virtual assistant can answer common questions instantly. For complex issues, the app provides quick links to call customer service directly.

Tips for Effective Customer Service Interactions

To get the best help from United customer service, prepare before contacting them.  +1／844／213／7319 Have your confirmation number, MileagePlus number, and relevant booking details readily available. Clearly explain your issue and desired resolution upfront. Stay calm and polite even when frustrated as representatives are more willing to help courteous customers. Take notes during calls including agent names and any reference numbers provided. Following up in writing creates a paper trail for complex situations requiring escalation.